Practice Site Profile

Student: John Doe

Practice Site: PARK DUVALLE COMMUNITY HEALTH CENTER

1. When and how did your site originate? Discuss your site’s history and development.

PARK DUVALLE COMMUNITY HEALTH CENTER, INC. (PDCHC, Inc.) is located at 3015 Wilson Avenue in Louisville, Kentucky. PDCHC is an independent, not-for-profit community health center who has served the community’s health care needs for more than 40 years.

HISTORY

In The Beginning
In the early 1960’s the residents of the Park DuValle community voiced their concern for the lack of medical services provided to this area. At that time the only health care, other than the private physician was “General Hospital” which was located in the east end of town. Public transportation was unavailable after 5:00p.m. These primarily medically indigent residents began to work with several civic minded groups to form a coalition of residents. This coalition was led by the late Vernice Hunter, along with the American Friends Service Committee (AFSC). Collectively they approached the city government about their concerns. Due to these efforts, several buildings in the Cotter Homes (subsidized housing area) were designated by the City to house the new Health Care facility. Funding was secured by the Federal Office of Economic Opportunity and in 1968 Dr. Harvey I. Sloane became the Center’s first Director. He provided direction for this important, sensitive endeavor.

Change of Name
In January 1987, the Board of Directors of The Neighborhood Health Center, Inc. elected to change the name of the Center. The name “Park DuValle Community Health Center, Inc.” was chosen. The name selection was descriptive of both the types of services provided at the Center and its location within the community.

Growth and Expansion
In 1982, the Neighborhood Health Center was asked to open a satellite location in order to serve the rural population in Spencer County, Kentucky. Therefore, in 1984 the Spencer County Rural Health Clinic began operating in Taylorsville, Kentucky. That facility is now known as Park DuValle at Spencer County. In 1985, the Center joined with Family Health Center-Portland along with the Louisville and Jefferson County Board of Health to work cohesively on establishing more primary health care services in the community. As a result, two more satellite locations were established. In 1986 the Community Health Center of West Louisville opened at 26th & Madison. It now operates as Park DuValle at City View located near downtown in the newly renovated City View
The Newburg Primary Care Center was opened in the Newburg area in 1987. It is now operated at a newly remodeled location on Hikes Lane as Park DuValle at Newburg.

The original/main health center of Park DuValle had been located in two converted Cotter Homes apartment buildings. In July 2002, PDCHC began operating in a newly constructed, state-of-the-art $6 million facility located at 3015 Wilson Avenue (present site). The health center is among the Park DuValle Hope VI Revitalization Development. With the new facility at our main location and extended health care services being offered via our three satellite locations, PDCHC has thus entered a new era of modern health care service delivery.

2. What are your site’s mission, major goals, and values?

MISSION STATEMENT

The mission of PDCHC, Inc. as an ongoing primary health care provider is:

• To provide quality comprehensive primary health care services with an emphasis towards prevention and early detection.
• To assure that the care provided is continuous and integrated with other available services.
• To assure that the Center’s services are accessible to clients
• To assure that the Center is efficiently managed, to promoted the Center’s financial viability, and that its direction and policies are determined by a consumer-based majority Board of Directors.

VISION STATEMENT

Park DuValle Community Health Center, Inc. “The patient’s first choice for primary health care”.

VALUES STATEMENT

We are all about caring!

• We care about our patients’ health and well-being.
• We care about their needs and concerns.

Park DuValle Community Health Center, Inc. is committed to health care and endeavors to provide the highest quality, culturally sensitive, prompt and effective care to each and every patient regardless of race, religion, creed, ethnic origin, disability, age, economic or social status. WE ARE ALL ABOUT CARING!

3. What services are provided by your site? Who are your site’s clients? What are the client demographics?
PDCHC, Inc. treats many classes of patients, from people with comprehensive insurance plans to Medicare and Medicaid recipients and patients who are uninsured. PDCHC not only provides care for the uninsured and underinsured, but special populations as well. These are inclusive of, but not limited to the homeless, elderly, children, pregnant women, minorities, migrant/seasonal workers, persons infected with HIV/AIDS and other special populations. Park Du Valle Community Health Center does not turn away patients who are unable to pay, and collect what the patient is able to pay. Patients who are unable to pay will have “PPP” stamped on their patient encounter form. “PPP” stands for Patient Payment Plan.

4. How is the staff of your site organized? Discuss the leadership structure.

Park DuValle Community Health Center is composed of a number of departments. Although they are separate entities, the departments work cohesively to provide high quality care to each patient. Each department is headed by a Director/Supervisor. PDCHC is hierarchical in its organizational structure.

The Executive Director of PDCHC is Mr. Richard K. Jones, CEO. His administrative staff members are Dr. John P. Howard, M.D. who is the Chief Medical Officer (CMO). Dr. Howard is in charge of the Health Services Division. This division consists of the following departments: Medical, Nursing, Pharmacy, Dental, X-Ray, Laboratory, and WIC Program, as well as the Satellite Sites, and Area Health Education Center. Each department named has its own Director. More specifically, the Dental department has its own director – Dr. Lamont R. Gholston. Ann Hagan-Grigsby, CAO is in charge of the Human Resources and Planning Division. This division consists of Personnel Planning, Development Community & Social Services, and Telephone Operator. Dave Gerwig, CFO is in charge of the Finance Division of PDCHC. This department consists of the Accounting, Patient Accounts, and Purchasing departments. The director of the Information Technology Section is Tung Tran. More specifically, IT consists of Information Systems Development and Data Processing. Ken McCall is in charge of the Compliance Section which consists of the Corporate Compliance Office and the Central Information Dept. And last but not least John Harper who is the Director of the Environmental and Support Services Section. This section consists of the Environmental Services, Security, and Transportation departments.
The so named staff is governed by a Board of Directors which is 51% consumer composition (patients of PDCHC). The role of the Board is to govern the FQHC, insure compliance with State and Federal Laws, and serve as a link to the community.

5. Who are the stakeholders for your site?

Major stakeholders include the Community, Board of Directors, Executive Director, Medical Director, Clinicians, Policy Makers, Employees, Board of Health, and Patients.

6. Describe and discuss the major funding streams (e.g., income, parent organization allocations, grants, philanthropic donations) and budget for your site.

PDCHC as all Community Health Centers operates under the auspices of the Bureau of Primary Care, U.S. Public Health Service, and U.S. Department of Health and Human Services. (Shi, Singh 2008) PDCHC is a non-profit public entity and as all federally qualified health centers (FQHC) must participate as both a Medicare, Medicaid Provider. The largest amount of revenue paid to PDCH is from Passport/Medicaid. Other revenue sources include Federal Grants, Other Grants, Commercial Insurance, Patient Fees, Medicare, Louisville Metro Appropriation, and Miscellaneous.

7. Elaborate on laws or policies that impact the operation of your site.

Delivery of health care services is heavily regulated. PDCHC must comply with government regulations such as:

- Standards of participation
- Licensing rules
- Security and privacy laws regarding patient information

PDCHC, Inc. is classified as a Federal Qualified Health Center (FQHC). The FQHC label is part of a designation category designed by the Health Resources and Services Administration and the Centers for Medicare and Medicaid Services indicating that the facility serves a medically underserved or health profession shortage area.

The Board of Directors is also a policy making entity. The CEO and Staff implement these policies, and the Board supports the CEO in this endeavor.

There are various State and Federal regulations that affect the operations of PDCHC, Inc. as a FQHC entity. These regulations are inclusive but not limited to: Affordable Care Act (ACA) which increased Funding for Health Centers

- Insurance Expansions
- Medicare Payment Reform
- Workforce and Training
- Delivery System Reforms

Privacy rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) This act requires PDCHC to take additional measures to protect personal information and to inform patients about those measures.
PDCHC requires the various staff members that occupy leadership positions to attend monthly meetings to insure that PDCHC remains in compliance with the various policies and regulations that govern the center’s existence.

In closing, the federal government through the U. S. Department of Health and Human Services continues to support the operation of the Park DuValle Community Health Center, Inc.

This support allows PDCHC to provide high quality health services to patients living in medically underserved communities. The cost of health care provided by Park DuValle Community Health Center is based on one’s ability to pay and a sliding fee scale. PDCHC continues to function as a means of increasing access to quality health services to all people regardless of their economic status.

Final submission by Student in corresponding Blackboard assignment constitutes Student’s signature.

Feedback entry of “Approve” or equivalent by Faculty Mentor in corresponding Blackboard assignment constitutes Faculty Mentor’s signature.